



CDSS

CALIFORNIA
DEPARTMENT OF
SOCIAL SERVICES

MEDIA ADVISORY

Tuesday, October 19, 2004

CONTACT: Carlos Ramos
Assistant Secretary
Health & Human Services Agency
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TO: Statewide Media

FROM: California Department of Social Services (CDSS)

RE: Notification of Computer Security Incident

The California Department of Social Services (CDSS), the California Highway Patrol (CHP) and the Federal Bureau of Investigation (FBI) are in the process of investigating an incident of unauthorized access to a computer at UC Berkeley, which contained personal information about In Home Supportive Services (IHSS) recipients and providers. The information included names, addresses, telephone numbers, social security numbers and dates of birth for participants (recipients and providers) in the IHSS program. The data on program participants was used by a researcher working at UC Berkeley for research on the IHSS program and was obtained under appropriate authorization from the CDSS.

Although the investigation has determined that an unauthorized party accessed the computer itself, the investigation has not determined whether any personal data was acquired. To date, we have not received any information indicating that identity theft or that any misuse of data has occurred. Accordingly, CDSS is sending out this advisory as a precautionary measure. Both the CHP and the FBI continue their review of the incident. As a further preventative measure, the CDSS is encouraging IHSS recipients and providers to follow the recommendations of the Office of Privacy Protection to protect themselves should anyone attempt to use their personal information.

The recommendations explain, step-by-step, how to place a fraud alert on credit accounts by contacting one of the three major reporting agencies and how to receive free copies of credit reports. The reporting agencies, listed below, and the recommendations are posted on the CDSS Website at www.cdss.ca.gov/ihss/:

Trans Union 1-800-680-7289, **Experian** 1-888-397-3742, **Equifax** 1-800-525-6285

IHSS recipients and providers should be assured that this incident will in no way affect their services and payments from the IHSS program, which they will continue to receive in the normal manner.

(more)

CDSS has also posted a list of Frequently Asked Questions on its Website and welcomes anyone to contact the Department if they have questions or need additional assistance. CDSS' toll free number is 1-866-404-9214, and for the hearing impaired the TTY number is 1-800-952-8349.

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